

Questions and Answers

The following information provides you with answers to frequently asked questions and should be used only as a guide and not considered to be a legal authority.



Who Must Register as a Service Agency?

Any person, firm, corporation, or association who [repairs](#) commercial weighing and measuring devices for payment of any kind is a [service agency](#) and must be registered with the Department of Food and Agriculture. Contact the Division of Measurement Standards at (916) 229-3000 for an application form or click on the link to download an [application form](#).



How much does it cost to Register as a Service Agency?

A fee of \$200 is charged to register your primary location and \$100 to register each additional location. Additionally, a fee of \$25 is required for each [Service Agent](#) employed by the Service Agency.



What do I need to do to comply with the Service Agency law?

You must:

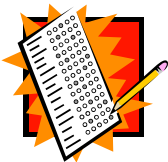
- Register with the California Department of Food and Agriculture and pay all required fees.
- Forward the names of service agents in your employ within 30 days of hiring.
- Possess, or have available for use, [suitable certified standards](#) and testing equipment for each type of device for which you provide service.

- Possess and have available a current [“Certificate of Accuracy”](#) for the standards used.
- Possess a current copy of the Field Reference Manual containing the [California Code of Regulations, Title 4, Division 9, Section 4000](#). Contact the [Division of Measurement Standards](#) at (916) 229-3000 or by e-mail to DMS@cdfa.ca.gov. You may order a copy at www.cdfa.ca.gov/dms/Forms.htm.
- Ensure all service agents in your employ have a current license.



What is a Registered Service Agent?

An **agent** is a person who, works for a Service Agency and installs, services, repairs or reconditions commercial weighing or measuring devices. The cost to register as a service agent is \$25. Service Agents must be employed by a Service Agency and be registered with the Department of Food and Agriculture. An agent is also required to obtain a license.



How do I obtain a Service Agent license? What is the cost?

You must take and pass the service agent exam with a score of 70% or higher. The exam fee is \$35. The examination may be taken by appointment at any county sealer's office or at the Division of Measurement Standards. The service agent license is valid for five years. Click on the link for a list of the [county sealer's offices](#). For other locations designated by the Division of Measurement Standards call (916) 229-3000 or by e-mail to DMS@cdfa.ca.gov.

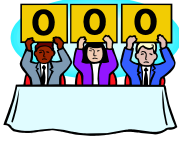


What do I need to know to pass the exam?

To help you prepare for the service agent exam refer to the [California Business and Professions Code, Division 5, Chapter 5, Sections 12500 - 12544](#). It would also be helpful to study the following sections from the California Code of Regulations, Title 4, Division 9 “Weights and Measures”:

- [Introduction](#)
- [General Code \[1.10\]](#)
- [Definitions](#)
- [Chapter 4](#)

You may also obtain additional information from the [DMS Study Guide](#).



What do I do if I don't pass the exam?

Applicants failing to receive a passing score may schedule an appointment to be re-examined. A fee of \$35 is charged for each re-examination.



Where can I get my standards certified?

Standards must have a certificate of accuracy provided by the Department of Food and Agriculture or from a [certified calibration source](#).



How do I add a Service Agent or an additional location to my Service Agency Registration?

If you are adding or deleting names or locations to your Service Agency Registration certificate:

- Make a photocopy of your Service Agency Registration certificate.
- If you are **adding a name**, print the name on the photocopy. A \$25.00 fee is required.
- If you are **deleting a name**, draw a line through the name you are deleting on the photocopy.
- If you are **adding a location**, a \$100.00 fee is required. Include the following information on the photocopy:
 - a) Address of the new location
 - b) City and zip code
 - c) County
 - d) Telephone number
 - e) Type of devices
- **If no fees are required**, fax your changes to (916) 229-3026.
- **If fees are required**, mail your request with the appropriate fee amount to:

CASHIER
Department of Food and Agriculture
PO Box 942872
Sacramento CA 94271-2872